

Jan/Feb 2009



Volume 2: Issue 2

# Tampa VA Director's e-NEWS

An electronic newsletter for JAHVH employees & friends

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*Employees*

 **645**  
**Million**

*Operating Budget*

**1,197**

*Nurses.*

*JAHVH employs more nurses  
than any other VA hospital in  
the U.S.*

**\$208,  
988**

*Employees' 2008  
contribution to the  
Combined Federal Campaign*

**10,  
792**

*Surgeries*

**659**

*Beds*

*Operating Beds: 341  
Haley's Cove Nursing Home Beds: 268  
Domiciliary Beds: 50*

**1,528**

*Regular Volunteers*

**123,016**

*Volunteer Hours*

**\$2.4 Million**

*Monetary Value*

**2008**

**Annual Report Issue**

**926,558**

*Outpatient Visits*

## VHA GOAL #1: PRACTICING PATIENT CENTERED CARE.

Everyone at the James A. Haley Veterans' Hospital puts the needs of patients and their families first. It shows in our patient satisfaction ratings which outpaced national VA averages for inpatient and outpatient care in FY2008. And it shows in the many patient care initiatives and successes in FY2008.



**T**his year, we achieved new levels of excellence in customer service by implementing the new AudioCARE Automated (reminder) Calling System that improved patient communication and satisfaction. The initiative was recognized nationally with a Systems Redesign Award.

# Putting Patient...

## Providing the Right Care at the Right Time & Place —Reducing Transfer Times

**OUR GOAL** is to provide the very best care in the world to veterans in our hospital. However, because of the increasing number of aging patients who require more emergency visits and inpatient stays, we don't always have the capacity or capability to provide the required care at JAHVH. But we're working hard on that and have made significant gains. **In FY08, we reduced the amount of time we transfer veterans to other facilities that provide emergency care by more than 70 percent over the previous year.** These gains were made by adding 31 more inpatient beds and by maximizing patient flow efficiency. The effectiveness of this strategy is clearly seen by our length of patient stay which is consistently below the Center for Medicare standards. In fact, Tampa has one of the lowest lengths of stay among all hospitals in the VISN 8 network of hospitals.

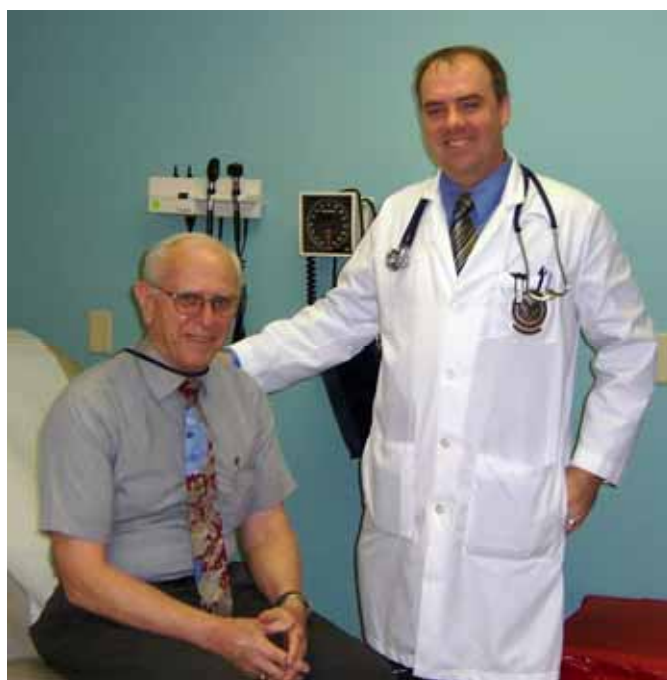




The most advanced rehabilitation equipment in the world is now at JAHVH including high-tech machines like the Erigo and Lokomat, a sophisticated robotic treadmill that helps combat veterans with severe spinal cord and brain injuries learn to walk again. In 2008, the Tampa VA was the first in the nation to get the **Digital Accelerator Ring (left)**, an innovative steering device for the disabled that allows them to drive like everyone else. And JAHVH was the first hospital in Florida and one of only a handful of places nationwide to get the new **Bionic i-HAND (left)**, a prostheses that looks and acts like a real human hand—something not commercially available until now.

## .....Care *First*

**I**n 2008, we increased the number of health care providers (focusing on mental health services) and lengthened appointment times so patients have time to explain the reason for their visit. We also expanded specialty clinic hours, grew the Home Based Primary Care program, and hired new Patient Relations Assistants who are ready to listen and provide emotional support to veterans. To save patients time and travel costs, veterans can now be seen by specialists at the community clinics close to their homes using the latest videoconferencing equipment. Some can also get their care without leaving their homes through the expanded Home Telehealth Program.





# Emergency Department Visits

**22,204**  
FY08



## Specialty Procedures

*Cardiac Surgery/Open Heart;  
General Surgery; GYN; Neurosurgery;  
Ophthalmology (EYE);  
Orthopedics; Ear, Nose & Throat; Plastic  
Surgery; Thoracic Surgery; Urology;  
Oral Surgery (Dental)  
Podiatry; Peripheral Vascular*

JAHVH has been nationally recognized for **the way it treats patients in pain.** Tampa's pain program is the largest and most comprehensive in the VA system. It is one of only six healthcare organizations nationwide—and was the only VA facility—to receive the American Pain Society's first Clinical Center of Excellence in Pain Management award.

**173**  
**Open Heart Surgeries**

**4,215**  
**Colonoscopies**

**6,893**  
**GI/Digestive Procedures**

**8,876**  
**Cardiac Diagnostic Procedures**

**FY08**

## 7 for Safety

*A new "7 for Safety" program in 2008 dramatically reduced access points to the main hospital, enhancing the safety and security of all patients, visitors and employees.*

## Unique Veterans

**112,**  
**487**

*Those counted once in  
FY08,  
regardless of the  
number of times they  
visit for care.*

## Practicing Patient Centered Care

**I**n 2008, we expanded Community Clinics, adding more space, staff, and specialty services to give the growing veteran population more choices for appointments. We also opened a **new Domiciliary in Tampa**--a residential, rehabilitative lodging facility for our most at-risk veterans. In addition, a **new Mental Health clinic** is now part of the Zephyrhills Community Based Outpatient Clinic (CBOC) and **two new Community Clinics in Lakeland, Florida** scheduled to open in 2009 will provide expanded primary care and mental health services there. A **new Dental clinic** opened in New Port Richey, Fl.





## Expansion on Campus in 2008 Gives Veterans of All Eras More Care Options

**MAKING** more care accessible to veterans of all eras was a major focus in 2008. On the main hospital campus, we opened a spacious, new state-of-the-art 30-bed “F” wing in the Spinal Cord Injury Center, bringing to 100 the total number of beds in

the SCI “Hospital within a hospital” and VA Center of Excellence. We constructed a **33,000 sq ft modular Transitional Rehabilitation complex** for wounded warriors—the first of its kind in the nation. One floor of Haley’s Cove Community Living Center was completely refurbished to become a **new 50-bed Mental Health Inpatient Ward**, and the **Operating Room and Laboratory areas** were expanded by 22,000 Sq Ft.



**T**he Transforming Care at the Bedside (TCAB) pilot program was expanded to eight floors of the main hospital in 2008 including Medical Surgical, Spinal Cord Injury, Traumatic Brain Injury and Rehabilitation units. TCAB engages front-line caregivers and staff in creative problem-solving to improve the quality of patient care, making changes, big and small, that benefit the veteran and staff. In 2004, Tampa was one of 13 healthcare organizations selected nationwide to participate in the pilot program. The hospital received a 2005 VA Office of Nursing Service Innovation Award for its TCAB achievements.

## Patient Safety Center Develops Pioneering Program to be Implemented Nationwide

**JAHVH** leads the nation in Safe Patient Handling research, education and practice via the work of exceptional, award-winning staff at the **VISN 8 Patient Safety Center in Tampa**, which is part of JAHVH’s healthcare system. Recognizing these pioneering efforts, the Veterans Health Administration set aside \$210 million in 2008 to implement a Safe Patient Handling Program at all VA hospitals nationwide based on the model developed at the VISN 8 Patient Safety Center. The Tampa Center is the only VA Patient Safety Center led by a nurse--Audrey Nelson, PhD, RN, FAAN.







Sandra K. Janzen

## A Truly Exceptional Medical Team

**W**e have assembled an exceptional team that puts patients and their needs at the core of everything we do. Sandra K. Janzen, RN, MS, NEA-BC, FAAN, Associate Director for Patient Care/Nursing Services, was inducted into the American Academy of Nursing, as one of the 2008

new fellows, earning the prestigious FAAN designation. Also, the heart hormone research of Dr. David Vesely is proving revolutionary. The same hormones the researcher discovered that have proven so successful in treating congenital heart disease are showing even greater promise in eliminating cancer.

For his 25 years of pioneering research, Dr. Vesely was the first VA employee to receive a Service to American Career Service Medal in medical research. In 2008, he was the recipient of the Richard A. Kern Award from the Association of Military Surgeons of the United States. Likewise, Tampa VA Chief of Medicine, Dr. Jose Lezama is a physician of true care and compassion—training other doctors in the practice of humanistic medicine. He was



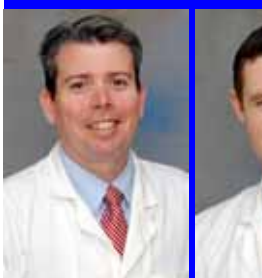
Dr. David Vesely

among 42 doctors nationwide nominated by his peers for the Humanism in Medicine Award, sponsored by the American Association of Medical Colleges. Dr. Lezama is one of the youngest VA Chiefs of Medicine in the U.S.; he was selected for the JAHVH Chief of Medicine position in 2006 at age 34. Dr. Alexander Reiss

was selected by the American College of Physicians for its 2008 “Honor Roll” of top Hospitalists in the

nation. He was also appointed to the Hospitalist Field Advisory Committee, a prestigious national VA group. Dr. Jeff Kooper was the University of South Florida’s 2008 Internal Medicine Teacher of the Year and Dr. Dan Poetter was USF’s 2008 nominee “Resident of the Year” for the American College of Physicians. And

Primary Care physician Dr. Dexter Frederick was the recipient of the Robert W. Saunders Award. Dr. Frederick



Dr. Dexter Frederick



Dr. Dan Poetter



Dr. Jeff Kooper



Dr. Jose Lezama



Dr. Alexander Reiss

founded Brain Expansions Scholastic Training, a not-for-profit organization dedicated to creating long-lasting, positive impact in the lives of disadvantaged youth.

## Haley's Record \$71.7 Million in Collections Help Improve Hospital Programs, Services

IN 2008, THE JAMES A. HALEY VETERANS' HOSPITAL REVENUE PROGRAM led VISN 8 and the nation in collections. A record collection of \$8.4 million was achieved in August 2008! Collections are obtained from insurance companies and others in co-pay fees this year for medical care and medications related to non-service connected conditions. The FY2008 goal was \$60.5 million and we collected nearly \$72 million. This is more than 11 percent of the Tampa VA's annual \$645 million annual budget—and it is money that goes right back to the hospital to improve programs and services for veterans.

**\$8.4 MILLION**

Collections in August '08—a record

**\$60.5 MILLION**

FY08 Goal

**\$71,795,055**

Collections in FY08 — Top MCCF  
Collection in the Nation

## AHA's GOLD 'FIT FRIENDLY' CERTIFICATION

A happy, fit work force translates to healthier, more productive employees--and ultimately, the result is better patient care. In September 2008, JAHVH was

recognized by the American Heart Association with Gold 'Fit Friendly' Certification as an employer



that champions the health of their employees and work to create a culture of physical activity in the workplace. The hospital's many on-going programs, activities and campaigns promote healthy living throughout the year.



## Reaching Out to Returning Combat Vets

Returning Veterans Receiving Care at JAHVH		
2006	2007	2008
3,388	3,104	3,527